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ABSTRACT

This PLACE workbook for clients in employment counseling helps them assess their employability, specifically in the part of PLACE related to getting the job. (A companion sourcebook is available separately as CE 031 886.) It contains employment-related topics about which the clients are asked questions that can help them identify employment problems. Overcoming these problems may require clients to learn a skill or work-related behavior, or it may mean that clients must obtain a resource, such as child care, transportation, or bonding. Specific topics covered in this workbook include preliminary steps, initial preparation (personal appearance, personal information package, scheduling and record-keeping, locating job prospects), making contact with employers (written applications, telephone inquiries and applications, personal visits), interview, and followup procedures. (YLB)

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ED218443

# PLACE

# Guided steps to employment readiness

## Workbook
## Part C
## Getting the Job

**Occupational and Career Analysis and Development**

**Analyse et développement – Professions et carrières**

CE 031 885

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PLACE has been developed by Bruce Rosove of the Advanced Development Division, Occupational and Career Analysis and Development Branch, Canada Employment and Immigration Commission. This format has been developed based on findings from the use of two earlier editions of the material. The latter of these is available under the title PLACE II. Keira Hawkins collaborated on the preparation of this component of PLACE.

Ottawa, 1980

NOTE:

This is one in a series of PLACE publications. The full series includes:

PLACE Workbook, Parts A/B, Identifying Your Occupation/Fitting the Requirements
PLACE Sourcebook, Parts A/B, Identifying Your Occupation/Fitting the Requirements

PLACE Workbook, Part C, Getting the Job
PLACE Sourcebook, Part C, Getting the Job

PLACE Workbook, Part D, Doing Well on the Job
PLACE Sourcebook, Part D, Doing Well on the Job

PLACE Workbook, Part E, Personal Needs
PLACE Sourcebook, Part E, Personal Needs

PLACE Directory to Employment-Related Programs and Services

## Introduction

Part C of the Workbook will help you check whether you are using the best methods available to look for a job. It is divided into five sections:

1. Preliminary Steps
   (a) Choosing an Occupation
   (b) Checking Your Qualifications

2. Initial Preparation
   (a) Preparing a Work Site
   (b) Preparing Your Personal Appearance
   (c) Preparing Your Personal Information Package
      (i) Preparing Your Documents
      (ii) Preparing Your Resumé
   (d) Scheduling and Record-Keeping
   (e) Locating Job Prospects

3. Making Contact with Employers
   (a) Written Applications
      (i) The Covering Letter
      (ii) The Application Form
   (b) Telephone Inquiries and Applications
   (c) Personal Visits

4. The Interview
   (a) Preparing for the Interview
   (b) Participating in the Interview
   (c) Evaluating the Interview

5. Follow-Up Procedures
   (a) Keeping in Touch with Employers
   (b) Dealing with Job Offers
   (c) Closing the Job Search Campaign

## The Way It Works

In each section you will be asked some questions about your job search activities. If you have answered "NO" to any of the questions in a section, you are asked to note the problem area by putting a checkmark (✓) beside that question on the "Checklist of Problem Areas" at the end of this booklet.

Once you have completed the questionnaire and checklist, you can find advice and information to help you overcome your weaknesses in the SOURCEBOOK ON THE WORLD OF WORK, Part C, Getting the Job, that comes with this package. The "checklist" refers you to the relevant pages in the SOURCEBOOK.

The SOURCEBOOK is divided into the same five sections as the Workbook. It supplements the assessment questions in the Workbook by providing you with more information about each job search activity, examples of the activities such as examples of letters of application, and advice about when and how to do the activities yourself. As well, it gives you forms that you can use in your own job search campaign. For example, there is a form you can use to assess how well you conducted yourself at each job interview.

If you need more help than Part C of the SOURCEBOOK can provide, you can use the PLACE Directory to Employment-Related Programs and Services to find programs that will give you more detailed help.

If your answers to the questions in this Workbook indicate that any of your job search skills could be improved, you will be referred to the CHECKLIST OF YOUR PROBLEM AREAS. The CHECKLIST provides space to keep track of the areas you can improve. It also refers you to the appropriate pages in the SOURCEBOOK, Part C, Getting the Job.

## 1. PRELIMINARY STEPS

BEFORE YOU CAN BEGIN TO LOOK FOR A JOB, YOU MUST KNOW WHAT KIND OF JOB YOU WANT AND WHETHER YOU ARE QUALIFIED TO WORK IN THAT OCCUPATION. EMPLOYERS ARE INTERESTED IN HIRING PEOPLE WHO KNOW WHAT THEY WANT TO DO AND CAN SHOW THAT THEY ARE QUALIFIED TO DO IT.

### 1 (a) Choosing an Occupation

Have you chosen an occupational goal?

☐ Yes--Go on to 1(b), Checking Your Qualifications

☐ No--You must start by choosing an occupational goal. Ask your counsellor to let you use the Index to Canadian Occupations. This program will help you find an occupation that interests you.

### 1 (b) Checking Your Qualifications

Do you have the necessary qualificatiors to work in your chosen occupation?

☐ Yes--You are ready to start your job search. Go on to the next page.

☐ Not Sure--You must begin by assessing your qualifications. Go to Part B of PLACE, Fitting the Requirements.

☐ No--You must either become qualified or choose another occupational goal. Part B of PLACE will help you plan a method for getting the necessary qualifications. The Index to Canadian Occupations can be used to choose a different occupational goal.

## 2. INITIAL PREPARATION

PLANNING AND ORGANIZATION ARE THE KEYS TO SUCCESS IN YOUR JOB SEARCH CAMPAIGN. IF YOU BEGIN BY GATHERING AND ORGANIZING ALL THE MATERIALS AND INFORMATION YOU NEED, YOU WILL MAKE THE BEST USE OF YOUR TIME AND EFFORT. YOU WILL BE READY, AT A MOMENT'S NOTICE, TO APPLY FOR JOBS THAT INTEREST YOU AND TO GO TO JOB INTERVIEWS WELL PREPARED.

### 2 (a) Preparing a Work Site

i) Have you organized a private place that you can use every day? ☐ Yes ☐ No ☐ Not Sure

ii) Do you have access to a private telephone at which you can make and receive calls? ☐ Yes ☐ No ☐ Not Sure

iii) Have you gathered the necessary working materials such as writing materials, typing materials, office supplies and telephone directories and newspapers? ☐ Yes ☐ No ☐ Not Sure

ASSESSMENT

If you answered "No" or "Not Sure" to any of the above questions, put a checkmark (✓) beside 2 (a) on your "checklist."

### 2 (b) Preparing Your Personal Appearance

i) Do you know what kind of clothing you will need for your interviews? ☐ Yes ☐ No ☐ Not Sure

ii) Have you gathered the necessary clothing and made sure it is fit to be worn at a moment's notice? ☐ Yes ☐ No ☐ Not Sure

ASSESSMENT

If you answered "No" or "Not Sure" to either of the above questions, put a checkmark beside 2 (b) on your "Checklist."

2. INITIAL PREPARATION (CONTINUED)

2 (c) Preparing Your Personal Information Package

1) Preparing Your Documents

Do you have copies of the following documents that you can show to employers?

| | | |
|---|---|---|
| Social Insurance Number | ☐ Yes | ☐ No |
| Proof of Citizenship | ☐ Yes | ☐ No |
| Samples of Your Work | ☐ Yes | ☐ No |
| Letters of Reference or Lists of References | ☐ Yes | ☐ No |
| Transcripts of Your Grades | ☐ Yes | ☐ No |
| Resumé of your work experience and education | ☐ Yes | ☐ No |

ASSESSMENT

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You will need your Social Insurance Number and, quite likely, your resumé, to show to employers. If you answered "No" beside Social Insurance Number or if you think you need any of the other documents but don't have them, put a checkmark (✓) beside 2 (c)(i) on your "Checklist".

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ii) Preparing Your Resumé

If you do not have a resumé and do not feel you need one, go on to 2 (d), page 7.

A sample resumé that contains all the parts of a typical example is shown below to help you assess your own (if you have prepared one). Compare your resumé to the example and answer the following questions. The letters on the resumé refer to the questions. (See next page)

If you do not have a resumé but do feel you need one, put a checkmark (✓) beside 2 (c) ii) on your "Checklist". Then go on to 2 (d), page 7.

2. INITIAL PREPARATION (CONTINUED)

2 (c) Preparing Your Personal Information Package (Continued)
ii) Preparing Your Resumé (Continued)

(a) RESUME OF JOHN DOE

(b) Personal Information
Name: _____ Telephone
Address: _____ home: _____
_____ office: _____

(c) Work Experience

| | | |
|---|---|---|
| 1. Dates Worked | Company name and address | Brief outline of work duties |
| 2. Dates Worked | Company name and address | Brief outline of work duties |

(d) Educational Background

| | | | |
|---|---|---|---|
| 1. Name of Institution | Dates Attended | Grade level or diploma | Major subjects or program area |
| 2. Name of Institution | Dates Attended | Grade level or diploma | Major subjects or program area |

(e) Skills and Interests
List work related skills e.g. typing-50wpm or hobbies e.g. skiing or volunteer activities e.g. Big Brothers

(f) References--supplied on request

(a) Is your résumé titled?..... ☐Yes ☐No

(b) Do you have a personal information section that lists your name, address and phone?... ☐Yes ☐No

(c) Do you have a section that lists your work experience either chronologically (from most recent to oldest) or functionally (by the types of duties?. ☐Yes ☐No

(d) Do you have a section that describes your education?..... ☐Yes ☐No

(e) Do you have a section that describes your skills, interests and, if you wish, your personal data such as age, birthdate, and citizenship?..... ☐Yes ☐No

(f) Have you listed your references or indicated that they could be supplied?..... ☐Yes ☐No

(g) Is your resumé neatly typed on one or two pages?..... ☐Yes ☐No

(h) Have you made at least 20 good-quality copies of your resumé to give to employers?..... ☐Yes ☐No

ASSESSMENT

If you have answered "No" to any of the questions in this section, about your resumé put a checkmark (✓) beside 2 (c)(ii) on your "checklist".

2. INITIAL PREPARATION (CONTINUED)

2 (d) Scheduling and Record-Keeping

i) Do you have a method for scheduling your daily and weekly job search activities? ☐ Yes ☐ No

ii) Do you have a method for recording and keeping track of the status of each of your applications? ☐ Yes ☐ No

iii) Do you have a method for recording names and addresses of prospective employers? ☐ Yes ☐ No

ASSESSMENT

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If you have answered "No" to any of the above questions, you probably need some help in keeping track of your activities. Put a checkmark (✓) beside question 2 (d) on the "Checklist".

---

2 (e) Locating Job Prospects

Indicate which of the following sources you are using to locate possible job openings:

i) Employment agencies--such as the Canada Employment Centres and/or private agencies? ☐ Yes ☐ No

ii) Friends, relatives, neighbours and/or professional acquaintances? ☐ Yes ☐ No

iii) Help Wanted ads in newspapers and trade magazines? ☐ Yes ☐ No

iv) Stories about expansions or diversifications of companies in newspapers and trade publications? ☐ Yes ☐ No

v) Lists of companies who hire people in your occupational area that can be found in telephone directories, city directories, trade magazine advertisements or directories of associations and companies presently operating in Canada? ☐ Yes ☐ No

vi) Contacting your union or going down to the union hiring hall? ☐ Yes ☐ No

vii) Previous employers. ☐ Yes ☐ No

Continued on next page

2. INITIAL PREPARATION (CONTINUED)

2 (e) Locating Prospective Employers (Continued)

ASSESSMENT

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You should be using at least five methods to locate possible openings. If you are using fewer than five, or if you would like to know more about the sources of information listed above put a checkmark (✓) beside 2 (e) on your "Checklist".

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## 3. MAKING CONTACT WITH EMPLOYERS

YOU CAN CONTACT EMPLOYERS IN WRITING, BY TELEPHONE, OR IN PERSON. YOU WILL PROBABLY HAVE TO USE ALL THREE METHODS IN YOUR JOB SEARCH. THE IMPRESSION YOU MAKE IS VERY IMPORTANT IN WHETHER OR NOT YOU WILL GET THE JOB. THE FOLLOWING QUESTIONS WILL HELP YOU ASSESS YOUR SKILLS IN MAKING CONTACT WITH EMPLOYERS.

### 3 (a) Written Applications - (i) The Covering Letter

You may be required to send letters of application. Below is a sample letter. Compare a copy of your letters to the one given below and answer the following questions about yours.

(a) Your address,
City, Prov.,
Today's date

(b) Name of recipient,
Title of recipient,
Address of Company,
City, Prov.,

(c) Salutation:

(d) Opening paragraph--the name of the position you are applying for and the source of your information.

(e) Middle paragraph--a brief summary of your education or experience that shows you are qualified to fill the position and a referral to your enclosed resumé.

(f) Closing paragraph--an expression of interest in the organization and a request for an interview. It is helpful to include your telephone number.

(g) Complimentary close,

(h) Your name

encl.

(a) Do you always include your return address and the date?..... ☐Yes ☐No

(b) Does the inside address always include the recipient's name and title as well as the address?..... ☐Yes ☐No

(c) Do you use a suitable formal greeting (salutation) such as Dear Sir or Madam or the person's name?..... ☐Yes ☐No

(d) In your introduction, do you specify the job you are applying for and the source of information?..... ☐Yes ☐No

(e) In the body, do you present a convincing summary of your qualifications?..... ☐Yes ☐No

(f) In the conclusion, do you request an interview and provide your phone number?... ☐Yes ☐No

Continued on next page

3. MAKING CONTACT WITH EMPLOYERS (Continued)
(a) Written Applications - (i) The Covering Letter (Continued)

(g) Do you use a suitable closing such as Yours Sincerely?..... ☐Yes ☐No

(h) Do you both hand-sign your name and type it?..... ☐Yes ☐No

(i) Are your letters typed neatly, following a standard business format?..... ☐Yes ☐No

(j) Are your letters only one page long?..... ☐Yes ☐No

(k) Do you proofread carefully?..... ☐Yes ☐No

ASSESSMENT

If you answered "No" to any of these questions, you need to improve your letters of application. Put a checkmark (✓) beside 3 (a)(i) on your "Checklist".

3. MAKING CONTACT WITH EMPLOYERS (CONTINUED)

3 (a) Written Applications (ii) The Application Form

Since you will certainly be asked to fill in application forms the following example and questions will help you assess whether you are doing it properly.

APPLICATION FOR EMPLOYMENT--XYZ CO.
(Print neatly in block letters)

PERSONAL HISTORY

Name: Doe (last) John (first) Peter (middle)

Present Address: 10 Crocus Ave.
ANYTOWN, Prov.
A2C 3D4

Home Phone: 222-2222

Social Insurance Number: 111-111-111

Marital Status: Single Number of Dependents: none

WORK HISTORY (Start with most recent)

| Company Name and Address | Position Held | Dates Worked | Reason for Leaving |
|---|---|---|---|
| ABC Company<br>1 Main St.<br>ANYTOWN | Delivery Van Driver | June 1, 197_ to present | Seeking more chal-enge |
| DEF Company<br>1 River St.<br>ANYTOWN | Mail Clerk | Oct. 1, 197_ to May 10, 197 | planned to travel |
| GHI Company<br>1 Dark Alley<br>ANYTOWN | Mainte-nance Worker | July 3, 197_ to June 4, 197 | Laid Off |

EDUCATION (Start with most recent)

| School Name and Address | Dates Attended | Highest Grade | Diploma Received |
|---|---|---|---|

Do you:

Follow all instructions exactly?..... ☐ Yes ☐ No

Write or print clearly and readably?..... ☐ Yes ☐ No

Answer all questions completely?..... ☐ Yes ☐ No

Answer all questions accurately and honestly?..... ☐ Yes ☐ No

Bring your resume to the office so you can check facts when completing your application?..... ☐ Yes ☐ No

Try to show how your qualifications match job requirements in your answer?..... ☐ Yes ☐ No

Proofread your completed application form carefully before handing it back?..... ☐ Yes ☐ No

ASSESSMENT

If you have answered "No" to any of these questions, you should try to improve your way of filling in application forms. Put a checkmark (✓) beside 3 (a)(ii) on your "checklist".

3 (b) Telephone Inquiries and Applications

Many employers conduct preliminary screening interviews by telephone. The better your telephone techniques the better your chances for being invited to a personal interview. The following questions will help you assess your telephone use skills.

Do you:

| | | |
|---|---|---|
| Phone from a quiet, private location? | ☐ Yes | ☐ No |
| Plan in advance what you are going to say? That is, do you make a list of the qualifications you have that show you are suited for the position? | ☐ Yes | ☐ No |
| Introduce yourself briefly and state the reason for your call? | ☐ Yes | ☐ No |
| Briefly summarize your relevant qualifications? | ☐ Yes | ☐ No |
| Give your name and a phone number at which you can be reached during working hours? | ☐ Yes | ☐ No |
| Make sure to write down the time of the interview if an interview is arranged? | ☐ Yes | ☐ No |
| Speak politely to everyone you talk to and attempt to find out and use the name of the person in charge of interviews? | ☐ Yes | ☐ No |

ASSESSMENT

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If you answered "No" to any of these questions, your telephone techniques could use some improvement. Put a checkmark (✓) beside 3 (b) on your "Checklist".

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3. MAKING CONTACT WITH EMPLOYERS (CONTINUED)

3 (c) Personal Visits

For some jobs, you are asked to apply at the office in person. The following questions will help you assess whether you present yourself best in these cases.

Do you:

i) Dress and groom yourself appropriately as if for an interview? ☐ Yes ☐ No

ii) Speak politely to the receptionist or person in charge? ☐ Yes ☐ No

iii) Follow the instructions you are given carefully and in a polite manner? ☐ Yes ☐ No

iv) Sit quietly, avoid interrupting the work of others and avoid annoying habits while waiting for an interview? ☐ Yes ☐ No

v) Know what kind of work you are applying for and indicate this to the interviewer? ☐ Yes ☐ No

ASSESSMENT

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If you answered "NO" to any of the above questions, put a checkmark (✓) beside 3 (c) on your "Checklist".

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## 4. THE INTERVIEW

TO GET THE JOB YOU ARE APPLYING FOR, YOU MUST CONVINCE THE EMPLOYER IN A FACE-TO-FACE INTERVIEW THAT YOU ARE THE BEST PERSON FOR THE JOB. TO DO THIS YOU SHOULD SPEND SOME TIME BEFORE THE INTERVIEW GETTING PREPARED. YOU SHOULD BEHAVE APPROPRIATELY AT THE INTERVIEW AND YOU SHOULD EVALUATE YOUR PERFORMANCE AFTERWARDS TO HELP YOU IMPROVE YOUR CHANCES AT YOUR NEXT INTERVIEW.

### 4 (a) Preparing for the Interview

Before your last interview did you:

1. Make a brief summary of your qualifications for the job for which you were applying for? ☐ Yes ☐ No
2. Prepare answers for the kinds of questions you were likely to be asked? ☐ Yes ☐ No
3. Find out about the company's history, products or services? ☐ Yes ☐ No
4. Check the time and location of the interview and the name of the interviewer? ☐ Yes ☐ No
5. Plan your method of transportation and your route so that you would arrive 10 to 15 minutes early? ☐ Yes ☐ No
6. Choose suitable clothes and make sure they were clean and pressed? ☐ Yes ☐ No
7. Gather the materials you needed to take with you, such as your Personal Information Package, writing materials and money? ☐ Yes ☐ No
8. Make sure that you got a good night's rest? ☐ Yes ☐ No

If you answered "No" to any of the above questions, you could use some help in improving your interview preparation. Put a checkmark (✓) beside 4 (a) on your "Checklist".

4. THE INTERVIEW (CONTINUED)

4 (b) Participating in the Interview

Interviewers choose among applicants on the basis of appearances attitude and behavior. At your last job interview did you:

| | | |
|---|---|---|
| 1. | Greet people you met in a friendly, polite way? | ☐ Yes ☐ No ☐ Not Sure |
| 2. | Give brief, relevant answers to the interviewer's questions? | ☐ Yes ☐ No ☐ Not Sure |
| 3. | Keep references to your personal life brief and relevant? | ☐ Yes ☐ No ☐ Not Sure |
| 4. | Follow the lead of the interviewer? | ☐ Yes ☐ No ☐ Not Sure |
| 5. | Have necessary papers (such as resumé, SIN Number, references) handy? | ☐ Yes ☐ No ☐ Not Sure |
| 6. | Ask appropriate questions about the job? | ☐ Yes ☐ No ☐ Not Sure |
| 7. | Express interest in the job you were applying for? | ☐ Yes ☐ No ☐ Not Sure |
| 8. | Speak clearly and audibly? | ☐ Yes ☐ No ☐ Not Sure |
| 9. | Avoid annoying habits? | ☐ Yes ☐ No ☐ Not Sure |
| 10. | Appear relaxed but alert? | ☐ Yes ☐ No ☐ Not Sure |
| 11. | Leave promptly when the interviewer indicated that the interview was over? | ☐ Yes ☐ No ☐ Not Sure |

ASSESSMENT

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If you answered "No" to any of these questions, or if you are not sure whether or not you did these things, you should find the section in the Sourcebook devoted to interview participation helpful. Put a checkmark (✓) beside 4 (b) on your "Checklist".

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4. THE INTERVIEW (CONTINUED)

4 (c) Evaluating the Interview

In order to improve your interview techniques, you should spend some time after each experience assessing how you behaved. Do you:

1. Make a brief list of the topics that were discussed during the interview? ☐ Yes ☐ No

2. Analyse the strengths and weaknesses in your performance at the interview? ☐ Yes ☐ No

3. Attempt to see yourself as the interviewer saw you? ☐ Yes ☐ No

4. Plan ways to improve your performance at your next interview? ☐ Yes ☐ No

ASSESSMENT

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Assessing your behavior is probably the most difficult part of the job search. If you answered "NO" to any of these questions put a checkmark (✓) beside 4 (c) on your "Checklist".

---

5. FOLLOW-UP PROCEDURES

5 (a) Keeping in Touch with Employers

Do you:

1. Write or telephone to thank the interviewer for the interview? ☐ Yes ☐ No
2. Make your call or letter short and businesslike? ☐ Yes ☐ No
3. Express your interest in the job? ☐ Yes ☐ No
4. Politely mention any important points that weren't covered in your interview? ☐ Yes ☐ No
5. Ask to be told the results of the interview? ☐ Yes ☐ No

ASSESSMENT

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If you answered "No" to any of these questions, put a checkmark (✓) beside 5 (a) on your "Checklist".

---

5 (b) Dealing with Job Offers

When you get a job offer do you:

1. Consider whether this job is the one you should accept, keeping in mind any other job applications for which you have not heard the results? ☐ Yes ☐ No
2. Communicate your acceptance or refusal within two days? ☐ Yes ☐ No
3. Respond in a short businesslike manner, stating your acceptance, refusal or conditions under which you would accept? ☐ Yes ☐ No

ASSESSMENT

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If you answered "No" to any of the above questions, put a checkmark (✓) beside 5 (b) on your "Checklist".

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5. FOLLOW-UP PROCEDURES (CONTINUED)

5 (c) Closing the Job Search Campaign

Do you:

1. Thank the people who have helped you during your search for work? ☐ Yes ☐ No

2. Inform employment agencies and companies at which you have been interviewed that you are no longer available? ☐ Yes ☐ No

3. Keep your files and notes for reference during your next job search campaign? ☐ Yes ☐ No

ASSESSMENT

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You may feel it's too early to be thinking about the end right now. However, when you are finished, you should close your campaign with letters or notes to people who have helped you and companies that are still considering you. If you feel you could improve in this area or if you would like more detail, put a checkmark (✓) beside 5 (c) on your "Checklist."

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CHECKLIST OF YOUR PROBLEM AREAS

Use this checklist to keep track of your areas of weakness in your job search activities. If you have answered "NO" to any of the questions in each section of the questionnaire, you could probably benefit from reviewing the advice and information in the SOURCEBOOK.

Beside each of the sections below, put a checkmark (✓) in the box that refers to an area you are weak in. The right-hand column refers you to the pages in the SOURCEBOOK that deal with the issue.

| Section Title | SOURCEBOOK Reference |
|---|---|
| ☐ 1. Preliminary Steps | Pages 7 to 8 |
| 2. Initial Preparation | |
| ☐ a) Preparing a Work Site | Pages 9 to 12 |
| ☐ b) Preparing Your Personal Appearance | Pages 12 to 14 |
| c) Preparing Your Personal Information Package | |
| ☐ i) Preparing Your Documents | Pages 14 to 15 |
| ☐ ii) Preparing Your Resumé | Pages 16 to 34 |
| ☐ d) Scheduling and Record-Keeping | Pages 34 to 42 |
| ☐ e) Locating Job Prospects | Pages 43 to 52 |
| 3. Making Contact With Employers | |
| a) Written Applications | |
| ☐ i) The Covering Letter | Pages 54 to 61 |
| ☐ ii) The Application Form | Pages 61 to 69 |
| ☐ b) Telephone Inquiries and Applications | Pages 69 to 82 |
| ☐ c) Making Personal Visits | Pages 83 to 86 |
| 4. The Interview | |
| ☐ a) Preparing for the Interview | Pages 87 to 109 |
| ☐ b) Participating in the Interview | Pages 109 to 117 |
| ☐ c) Evaluating the Interview | Pages 117 to 123 |
| 5. Follow-up Procedures | |
| ☐ a) Keeping in Touch with Employers | Pages 125 to 128 |
| ☐ b) Dealing with Job Offers | Pages 128 to 137 |
| ☐ c) Closing the Job Search Campaign | Pages 137 to 138 |

If you need more help than the SOURCEBOOK can provide, you can use the PLACE Directory to Employment-Related Programs and Services to find programs that will give you more detailed help.